

ORDER NUMBER	FULL NAME	DATE

PRODUCT	EXCHANGE	REFUND	REASON CODE	EXCHANGE SIZE/COLOUR

**RETURNS & EXCHANGES**

Order cancellations must be made in writing via email or letter within 14 working days after the first day of possession. To cancel your order please contact us at [info@chicofsweden.com](mailto:info@chicofsweden.com) to discuss next steps. Please include your order number. Please note that delivery costs will not be refunded.

Your return needs to arrive back to our warehouse within 14 days of cancellation. It is your responsibility to send the item/s back to Chic of Sweden's warehouse. Orders delivered using Click & Collect also need to be returned to Manière De Voir's warehouse.

We offer refunds on all full price items and store credit on a e-gift card for sale items. However, items must be:

- In original packaging
- Tags attached to the items
- No stains, hairs or odour on the items
- Must not have been worn or washed
- Underwear and Swimwear must have hygiene seal intact\*

If these requirements are not met, then Manière De Voir has the right to return the items back to you. Delivery charges are only refundable if you have received items that are faulty and a refund is made. All exchanged items will not be charged a re-shipping fee.

**Please make sure you keep your proof of postage. Please allow up to 7 days to receive your exchange.**

**RETURN SOMETHING WITH KLARNA**

Your Klarna invoice will be emailed to you by Klarna as soon as your order has been shipped. Your invoice period will be shown on your invoice. If you've returned items from an order paid for with Klarna, and the date that your payment is due is near, we'd recommend that you mark the item as returned in the Klarna portal. You'll automatically receive a reminder from Klarna if the date that your payment is due passes. If you've received a reminder but already returned items to us, please contact Klarna Customer Service.

REASON CODES
1. TOO BIG
2. TOO SMALL
3. DOESN'T APPEAR AS ONLINE
4. POOR QUALITY
5. FAULTY
6. ARRIVED TOO LATE
7. WRONG ITEM SENT
8. ORDERED MORE THAN 1 SIZE
9. DOESN'T SUIT ME

SHIP RETURNS TO:	EXCHANGE ADDRESS IF DIFFERENT:
Markproof AB Skogsbacken 18 69236, Kumla Sweden	